

TRANSMITTAL FOR U.S. PATENT APPLICATION
UNDER 37 CFR §1.53(b)

Box Patent Application
ASSISTANT COMMISSIONER
OF PATENTS
P.O. Box 2327
Arlington, VA 22202

Attorney's Docket: 062891.0665
Exp. Mail Cert. EL501019523US

Sir:

Transmitted herewith for filing is the original patent application of:

Inventors: Shmuel Shaffer; Labhesh Patel; and Shantanu Sarkar

For: *Method and System for Automatic Call Distribution Based on
Network Resource Availability and Agent Skills*

Pursuant to 37 C.F.R. § 1.213(a), Applicants respectfully request that the above-identified patent application not be published under 35 U.S.C. § 122(b). Applicants hereby certify that the invention disclosed in the above-identified application has not been and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

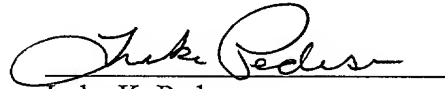
Enclosed are:

- (1) 34 pages of Specification, Claims and Abstract;
- (2) 3 pages of Executed Declaration and Power of Attorney;
- (3) 2 pages of Drawings;
- (4) 4 pages of an Assignment of the invention to Cisco Technology, Inc. and cover sheets in compliance with 37 C.F.R. § 3.28 and § 3.31, including an Assignment recordal fee of \$40.00 pursuant to 37 C.F.R. § 1.21(h);
- (6) 1 page Certificate of Mailing by Express Mail;
- (7) Nonpublication Request Under 35 U.S.C. § 122(b)(2)(B)(i); and
- (8) This Transmittal Form with attached patent application filing fee in the amount of \$1,538.00.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee \$740.00
Total Claims	41	20	21	X \$18 =	378.00
Independent Claims	8	3	5	X \$84 =	420.00
TOTAL FILING FEE =					\$1,538.00

Enclosed is a check in the amount of \$1,538.00 for filing fee. Please charge any additional fees or credit any overpayment to Deposit Account No. 02-0384 of Baker Botts L.L.P.

BAKER BOTTS L.L.P.
Attorneys for Applicants



Luke K. Pedersen
Registration No 45,003

Date: December 13, 2001

CORRESPONDENCE ADDRESS:

Baker Botts L.L.P.
2001 Ross Avenue, Suite 600
Dallas, TX 75201-2980
Tel. 214.953.6655

FOOTNOTES

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel Shaffer; Labhesh Patel; and
Shantanu Sarkar

Title: *Method and System for Automatic Call
Distribution Based on Network Resource
Availability and Agent Skills*

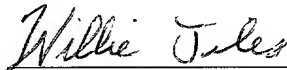
BOX PATENT APPLICATION

Honorable Assistant Commissioner
For Patents
P.O. Box 2327
Arlington, VA 22202

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Patent Application, drawings, Declaration and Power of Attorney, Non-Publication Request, Assignment, transmittal forms, and checks in the amounts of \$1,538.00 and \$40.00, are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 13th day of December, 2001 and addressed to the Assistant Commissioner for Patents, P.O. Box 2327, Arlington, VA 22202.


Willie Jiles

Express Mail Receipt
No. EL501019523US
Attorney's Docket:
062891.0665

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number

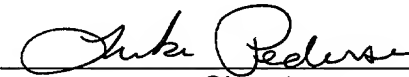
NONPUBLICATION REQUEST UNDER 35 U.S.C. 122(b)(2)(B)(i)	First Named Inventor Shmuel Shaffer	
	Title	Method and System for Automatic Call Distribution Based on Network Resource Availability and Agent Skills
	Atty Docket Number	062891.0665

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

December 13, 2001

Date



Signature

Luke K. Pedersen

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

Burden Hour Statement This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.